



PPG MEETING MINUTES 12TH FEBRUARY 2024

Date: Monday, 12th February

Time: 12:30 – 13:30

Location: Morris House Group Practice

Attendees:

-Dr Russell Hearn

-Noelia Barranco Monis

-David Salelles Arlandis

-Hasibe Guler

-Maria Victoria Nunez

-Verity Lane

-Kathryn Arblaster

-Steve Lawrence

-Denise Chung

Agenda:

1. Welcome and Introductions
2. Patient Newsletter & Feedback
3. Meet the Clinicians
4. Practice Highlights
5. Suggestions for Improvements
6. Next Meeting Arrangements
7. Actions

Minutes:

1. Welcome and Introductions

Dr Hearn welcomed the patient group to the meeting. Each attendee briefly introduced themselves to the group.

2. Patient Newsletter & Feedback

The group discussed potential additions to the patient newsletter. Suggestions included:

- Information on how to perform a breast cancer check.
- Guidance on utilizing eConsult services.
- Awareness about symptoms of cancer.

3. Meet the Clinicians

During the meeting Fatme Amideina (Practice Pharmacist), Clair Needham (Social Link Prescriber), Thomas Breakspear (Practice Paramedic), Peter Magennis (Senior Clinical Pharmacist), and Sarah McLaughlin (Practice Manager) briefly joined us to introduce themselves to the group. They provided an overview of their roles within the practice and answered any questions the group had.

4.Practice Highlights

The group gave positive feedback regarding the ease of use of eConsult.

Patients praised the quality of the clinical staff as well as the helpfulness and professionalism of the reception staff.

Members of the group showed their appreciation for the building compared some NHS buildings.

One member highlighted the ease of getting repeat prescriptions.

5.Suggestions for Improvements

The group expressed concerns about the difficulty in getting an appointment. Dr Hearn explained MHGP appointment system and the benefits it has opposite to other options that would backlog appointments.

Patient with chronic fatigue suggested regular check-ins for people in their condition, they suggested a social link prescriber could carry out the check-ins.

Questions were raised about the differences between pharmacist services at the practice and local pharmacies to which Dr Hearn provided clarification.

The group suggested to improve transparency regarding appointment availability and to ensure patients are informed if appointments for the day have run out.

Patients asked for the implementation of a small A&E triage system to streamline patient care to which Dr Hearn explained this system is already in place at MHGP.

6. Next Meeting Arrangements

The group was informed the date of the next PPG meeting is scheduled for Monday 8th April 12:30 to 13:30.

7.Action Points:

1. Check waiting area signage for before opening hours and make sure is clear and visible.
2. Add a section in the patient newsletter regarding information on how to perform a breast cancer check.
3. Add Guidance on utilizing eConsult services to the patients newsletter.
4. Implement Awareness about symptoms of cancer to the patients newsletter.
5. Consider how the PPG could support patients with chronic fatigue.

Next PPG meeting is scheduled for Monday 8th April 2024 12:30 to 13:30